

### EXAMINER'S AMENDMENT

1. An examiner's amendment to the record appears below. Should the changes and/or additions be unacceptable to applicant, an amendment may be filed as provided by 37 CFR 1.312. To ensure consideration of such an amendment, it MUST be submitted no later than the payment of the issue fee.

2. Authorization for this examiner's amendment was given in a telephone interview with Mr. Alex Nicolaescu on 05/20/08.

3. Claims 1, 6, and 10 have been amended as follows:

1. **(Twice amended)** A method for optimizing end-user service using a Virtual Queuing Support System (VQSS), the method comprising the steps of:

a) detecting a problematic situation associated with a virtual queue from a plurality of virtual queues, the problematic situation being indicative of a non-optimized service quality for an end-user service; and

b) taking an action for correcting the problematic situation;

wherein the action comprises ~~at least one of i) reassigning at least one end-user from the virtual queue associated with the problematic situation to another virtual queue from the plurality of virtual queues, and ii) reassigning at least one new service agent from one of the other queues of the plurality of virtual queues to the virtual queue associated with the problematic situation-~~ by:

e.1) estimating a number of new service agents needed to correct the problematic situation;

e.2) retrieving the number of new service agents from their correspondent current service; and

e.3) reassigning the number of new service agents to the virtual queue associated with the problematic situation.

6. **(Twice amended)** The method claimed in claim 1, wherein step b) comprises further comprising the step of:

reassigning at least one end-user of the virtual queue associated with the problematic situation to the front of another virtual queue from the plurality of virtual queues.

10. **(Twice amended)** A Virtual Queuing Support System (VQSS) for optimizing end-user service, the VQSS comprising:

a memory for storing a plurality of virtual queues; and

a processor acting to detect a problematic situation associated with a virtual queue from a plurality of virtual queues and acting to take an action for correcting the problematic situation, the problematic situation being indicative of a non-optimized service quality for an end-user service;

wherein the action taken by the processor comprises ~~at least one of i) reassigning at least one end-user from the virtual queue associated with the problematic situation to another virtual queue from the plurality of virtual queues, and ii) reassigning at least one new service agent from one of the other queues of the plurality of virtual queues to the virtual queue associated with the problematic situation,~~ the processor further estimating

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a number of new service agents needed to correct the problematic situation, retrieving the number of new service agents from their correspondent current service, and reassigning the number of new service agents to the virtual queue associated with the problematic situation.

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